

COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH
ANTELOPE VALLEY – SA1

Quality Improvement Council Meeting

A G E N D A

March 3, 2015

2:00 – 3:30 p.m.

2323-A Palmdale Blvd. Conference Room
Palmdale, CA 93550

Debi Berzon-Leitelt, LCSW, MPA, Chair

Barbara Paradise, LMFT, Co-Chair

I.	Introductions	QIC Members
II.	PRO- Patient's Rights Posters	Martha Retana
III.	Palmdale PMRT / EOB	Barbara Hollis, Senior Mental Health Counselor, RN
III.	Reports of Audits/Reviews (upcoming or completed)	B. Paradise
IV.	QI Work Plan Goals reviewed	B. Paradise
V.	Service Area Liaison Reports	QIC Members
VI.	DMH Program Support Bureau Cultural Competency Unit	Marc Borkheim
VII.	DMH Program Support Bureau Quality Assurance Division	Allen Pouravanes
VIII.	Announcements	
IX.	http://www.cdph.ca.gov/programs/Pages/Old%20-%20CaliforniaReducingDisparitiesProject.aspx	California Reducing Disparities Project Website
X.	QA Updates	B. Paradise

Next Meeting.

May 5, 2015

2:00 – 3:30 p.m.

2323-A Palmdale Blvd. Conference Room
Palmdale, CA 93550

Cultural Competency –CCC meets 2nd Wed. every month 1:30pm-3:30pm, DMH Headquarters, 550 Vermont, 10th Fl. Conference Room, Los Angeles, 90028. SA-1 will be able to WebEx and/or Conference Call to attend the meeting. Please email Marc Borkheim, Ph.D., the SA-1 Cultural Competency Unit Liaison at mborkheim@dmh.lacounty.gov to be added to the email list for updates.

DMH Internet <http://dmh.lacounty.gov>

DMH Program Support Bureau <http://psbqi.dmh.lacounty.gov/>

Los Angeles County Network of Care <http://losangeles.networkofcare.org/mh/>

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU
QUALITY IMPROVEMENT DIVISION**

Type of Meeting	SA-1 Quality Improvement Committee (QIC)	Date	March 3, 2015	
Place	Antelope Valley Kidz Connection 2323-A Palmdale Blvd. Palmdale, CA 93550	Start Time:	2:00 PM	
Chairperson SA-1 Liaison	Debra Berzon-Leitelt, LCSW, MPA	End Time:	3:30PM	
Co-Chair SA-1 Liaison	Barbara Paradise, LMFT			
Members Present	Marc Borkheim, Marlene Chavez, Lauren Cheung, Lauren Dodge, Teresa Gatti, Christina Judson, Velia Lopez, Nicolle Lovely, Erica Melbourne, Thang Nguyen, Nate Lloyd, Barbara Paradise, Trinh Phan, Trisha Rich-Thurm, Levana Adato, Jeanine Caro-Del Vaille, Barbara Hollis, Michael Boroff			
Agenda Item & Presenter	Discussion and Findings		Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Call to Order & Introductions	Meeting was called to order at 2PM. Introductions were made.		N/A	Barbara Paradise
Review of Minutes	No Review of Minutes		Minutes are sent via email to all QIC members to review and respond to with changes.	Barbara Paradise

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
PRO- Patient's Rights Posters	New PRO- Patient's Rights Posters to be distributed to contract providers by Martha Retana (absent).	Item will be moved to May 5 th meeting	QIC Chair /Co-Chair
Palmdale PMRT/EOB Presentation	Barbara Hollis presented an overview of the functioning of the PMRT program. She discussed with members barriers to access to service and she and members discussed and problem-solved how to address barriers to access including: ensuring that an imminent need is evident and collaborating actively with the PMRT team.	Teams will take under consideration the information provided when working with the PMRT team in the future	Barbara Hollis,RN
Reports of Audits/Reviews	<p>Penny Lane shared their experiences during their recent PEI site visit.</p> <p>Barbara Paradise shared Providence's experiences from their recent Auditor controller audit.</p>	Members can take the data back to their legal entities to discuss implications.	Barbara Paradise
Cultural Competency	Marc presented on the updates for the cultural competency committee and invited members to attend the meetings. He also mentioned that possible QI projects could include data from the recent Cultural Disparities Study.		Marc Borkheim, PhD
QI Work Plan goals reviewed	Barbara reviewed the information from the Countywide QI meeting regarding the review of the outcome of the previous year's Work Plan Goals. Michael Boroff, PsyD also expanded on the topic to assist members to understand the context around some of the goals that were not met.		Barbara Paradise, Mark Boroff, PsyD

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Cal MediConnect	Materials related to CalMediConnect were distributed for members review.	Information for contact regarding questions related to CalMediConnect were provided.	Barbara Paradise
New policies: Duty to Warn (202.02) and Scheduling Initial Medication Services (202.46)	Barbara shared the new policies that were just released regarding duty to warn and scheduling initial medication services. Michael Boroff gave some context to the current discussions surrounding the implementation of the scheduling initial medication services policy.	Members had questions about how to implement the scheduling initial medication services policy in light of long waitlists and lack of psychiatric capacity. The decision was made to go back to their legal entities but to proceed with the procedure to notify the District Chief if they are unable to schedule a client within the parameters of the policy.	Barbara Paradise
Service Area Directory	Barbara shared the current copy of the directory and requested that members review and make any suggested changes to the directory so as to notify the SA liaison to the changes.	Barbara will forward suggested changes to the SA 1 liaison.	Barbara Paradise
DSM 5 Update	Will not be ready by Oct 1	N/A	Barbara Paradise
Subjectivity of Disallowances	Barbara presented on the information that DMH QA department is in discussions with the auditor controller about the way that the "findings" are documented in their reports seem highly subjective, as argued by many providers.	DMH QA department is pursuing this ongoing issue.	Barbara Paradise
Cancelling with the training department	Barbara presented that the QA training department asked that if someone cannot attend a training that the alert the training coordinator. Trainings have been booked as fell and then have had a much lower turnout than booked.	N/A	Barbara Paradise

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Time of meeting	Members discussed that there doesn't seem to be adequate time in the QIC SA meeting for review of info and questions and discussion. Erica Medlbourn, PsyD, suggested that the meeting be extended to a 2 hour meeting bi-monthly	Barbara suggested that the suggestion be tabled until the following meeting for discussion with the full membership.	Barbara Paradise
Next Meeting	May 5, 2015 2PM Antelope Valley Kidz Connection 2323-A Palmdale Blvd. Palmdale, CA 93550 Large Conference Room 661-223-3800	N/A	N/A

Respectfully Submitted, Barbara Paradise, LMFT